



Surgery Scheduler - Job Description

GENERAL SUMMARY:

Under the direct supervision of the Clinical Services Manager, the Surgery Schedulers assist with phone screenings, counseling, and scheduling patient appointments for the ambulatory surgery center.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Take all incoming phone calls, answer phone inquiries in an efficient and effective manner.
- Utilize phone scripts when necessary
- Schedule surgery for multiple surgeons
- Monitor and manage in house supplies of marketing materials
- Monitor and manage supply of financing brochures, remain apprised of changes in financing options and current working procedures relating to applications or processing transactions
- Assists in maintaining up to date surgery scheduling forms
- Help facilitate co-managed patients by providing hotel information
- Possess working knowledge of insurance plans, self-pay rates, coverage criteria, and billing procedures for Premium IOL's, and various cornea surgeries
- Communicates well with co- workers, surgeons, and OR staff regarding any patient needs
- Discusses lens options and costs of procedures with patient if needed
- Performs surgical measurements (Pentacam, IOL Master, Immersions, Lenstar, Topography and handheld Keratotomy
- Requests pre- surgical clearance, lab results, and documentation for outside medical offices
- Sends prescription medications to requested pharmacy
- Works closely with co-management and billing department
- Makes surgical packets, creates booking form, prints out all appropriate paperwork and consents for patients.
- Reviews and highlights in surgical packet all pertinent information to the patient
- Prepares the surgical chart for the surgeon
- Orders Cornea Tissue (as needed)
- Monitors inventory of compounded drops and orders as needed.
- Takes blood pressure (as needed)
- Enters or reviews the Medical History in the Computer
- Completes assigned trainings via MEC's learning module system by required due date.
- Conducts patient consultations via Zoom or in-office with emphasis on converting patients to surgery.
- Makes confirmation and reminder calls. Follow-up calls from patient consultations and seminar leads.
- Attends elective surgery seminars and events.

- Tracks personal conversion rates monthly.
- Interact with patients/family day of the procedure.
- Interacts with referring and co-managing doctor's offices.

CULTURE

- Contributes to creating an environment oriented to trust, openness, creative thinking, accountability, and cohesive team effort. This includes modeling vulnerable openness vs. withholding or watering down with managers and employees.
- Cultivate self-awareness through encouraging self-reflection and continuous personal development, providing opportunities and resources to do so.
- Develops and maintains professional, support-oriented working relationships with patients, employees, team members, and community partners.
- Lead by example (role model) – behavior consistent with words. Demonstrate a commitment to trust, openness, accountability, and self-awareness in your own actions and decisions.
- Embraces belief that “We are all responsible, and no one is to blame”. Address conflicts promptly and constructively, promoting resolutions that reinforce trust and accountability.
- Model and Support iCare standards:
 - **Integrity:** I am honest and strive to conduct myself ethically in all endeavors.
 - **Commitment:** I am committed to excellence; I seek out the best resources and technology to deliver my very best for the benefit of others.
 - **Awareness:** I am aware of my physical appearance, the appearance of the office, my emotional state, and my interactions with co-workers and patients.
 - **Relationships:** I am non-defensive, open, and aware. I ask for and seek feedback to maintain my relationships. I recognize issues with patients or staff, then facilitate resolution.
 - **Empathy:** I listen without judgement, find common ground, and offer help. I validate others' perspectives and connect with them.

EDUCATION AND/OR EXPERIENCE:

- High school diploma or equivalent required.
- A minimum of three years' experience working in a medical or dental field.
- Experience with ophthalmology or surgery scheduling preferred.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to act with integrity, professionalism, and confidentiality.
- Excellent communication skills; handles challenging situations with diplomacy without compromising clarity.
- Highly organized, skilled at prioritizing work demands.
- Accuracy and attention to detail.
- Demonstrates ability to evaluate suggestions and criticism objectively and non-defensively and undertakes measures to change behavior or seek guidance.
- Demonstrates flexibility and supports changes that improve quality of care, service and

operations.

- Demonstrates flexibility in work assignments and hours within the department
- Takes initiative to assist other staff in completion of their assignments as needed.
- Maintains a positive and cooperative outlook toward his/her position, the office, and fellow employees.
- Maintains consistent attendance and reports to work on-time.
- Is neat, well groomed, and follows dress code.
- Attends required meetings as scheduled.
- Ability to work with confidential information and handle protected health information in a manner consistent with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)

OFFICE EQUIPMENT REQUIREMENTS:

- Proficient with Microsoft Office Suite or related software.
- Proficiency with or the ability to quickly learn Electronic Health Record systems.

LANGUAGE SKILLS:

Must have the ability to communicate with clarity, verbally and in writing; read and interpret medical documents, policy and procedure manuals; and create professional business documents.

MATHEMATICAL SKILLS:

Must have the ability to add; subtract; multiply; use percentages, fractions, decimals; interpret numeric graphs.

PHYSICAL DEMANDS:

The physical demands described here are representative of those required to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable those with disabilities to perform the essential functions.

- Ability to sit for long periods of time.
- Occasional bending, stooping and reaching required.
- Manual dexterity required to operate modern office business machinery (phone, fax, PC, projector, etc.)

While performing the duties, the following will be required:

- Walk 5%
- Sitting 75%
- Standing 15%
- Computer usage 90%
- Use hands to finger, handle, or feel; and talk or hear
- Frequently is required to stand, reach with hands and arms, and twist
- Occasionally required to stoop, kneel, crouch, or crawl
- Must occasionally lift, and/or move light material (<30 lbs)
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those a Surgery Scheduler encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable those with disabilities to perform the essential functions.

- Noise level in the work environment is usually quiet.
- Located in a comfortable indoor area, though not necessarily a private office.

HAZARDS:

A hazard is the potential for harm. An individual in this role must follow safety guidelines such as hand washing, assigned employee OSHA category, and department's job hazard safety programs. Health care setting hazards for this position include the following:

- Ergonomic hazards from lifting and repetitive tasks
- Duties may involve exposure to blood, body fluids, tissues, or other potentially infectious materials.

OTHER DUTIES:

Medical Eye Center reserves the right to modify this description at their discretion. This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.